



# Alexandria T. Cox

**FULL STACK DEVELOPER**  
Fort Lauderdale, FL 33314

## Contact Information

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Dedicated and detail-oriented IT professional with a comprehensive understanding of Information Technology gained through the completion of the rigorous 24-week IT Technology Course. Equipped with hands-on experience in mobile devices, networking, hardware, troubleshooting, virtualization, and cloud computing. Seeking to leverage acquired skills and knowledge to excel in entry-level roles in IT Support and Security.

## SUMMARY OF QUALIFICATIONS

- Skilled in IT essential, diagnostics, network/security, fundamentals and networks.
- Knowledge of network connectivity, maintaining LAN's, WAN's, configuration, implementation, maintenance and support of all hardware, wiring for Network Equipment servers, personal computers, and printers.
- Hands on experience in classroom supporting Windows, Active Directory Management, Workstation Support, Software support and Troubleshooting.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware. Configure, monitor, and maintain email applications or virus protection software
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

## SKILLS

- Cloud Computing Principles
- Customer Support
- Documenting/Support Systems
- Hardware Components
- Linux
- MacOS
- Mobile Device Configuration
- Network Protocols/Connectivity
- Operating System Installation
- Security Best Practices
- Troubleshooting Techniques
- Virtualization Technologies

## CERTIFICATIONS

- CompTIA A+ (220-1101) | Currently Preparing
- CompTIA A+ (220-1102) | Currently Preparing
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## EDUCATION AND PERSONAL DEVELOPMENT

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- **IT Support Certificate Training** | Climb Hire | Month Year
  - **Bachelor of Arts (B.A.), Social Media Marketing & Organizational Leadership** | Southern New Hampshire University | 2016 -2017
  - **Psychology** | Robert Morris University | 2011 - 2013
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## EMPLOYMENT HISTORY

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**Customer Service Representative I** | Intuit, Mountain View, CA | August 2024 - Present

- **Troubleshoot and resolved software issues** related to QuickBooks Desktop, improving functionality and customer satisfaction by diagnosing errors and providing solutions.
- **Collaborated with development teams** to identify software bugs and provide detailed feedback, contributing to product improvements and feature enhancements.
- **Provided technical insights** on software usability and performance, offering suggestions for future development and optimizing the user experience for end users.
- **Consistently achieved a 100% resolution rate** by adhering to established support metrics and service level agreements (SLAs), ensuring timely and accurate troubleshooting for QuickBooks Desktop users.

**Job Title I** | Company, City, State | Month Year - Month Year

- Sustained elevated level of customer satisfaction while striving to exceed sales and profitability.
- Collaborated with various departments to gain insight on project productivity, plan improvements and gauge effectiveness and update projects to meet company objectives and long-term goals.
- Maintained good rapport with customers and internal departments by proactively handling complex customer issues.
- Served as primary contact and support for maintaining account information and opening and closing accounts.

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